



### **IT Specialist 3**

(In-training appointments may be considered)

### **Vehicle Services Division**

**Olympia, Washington**

**Compensation: Range 54 - \$3,540 – \$4,531/mo**

**Closes: September 27, 2006 (5:00 p.m.)**

#### **Our Mission:**

Great people, great service, working together for a safer Washington.

#### **Our Vision:**

Department of Licensing: One vision, one voice - excellence every time.

Nearly every Washington State resident interacts with the Department of Licensing (DOL) in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The DOL employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at [www.dol.wa.gov](http://www.dol.wa.gov).

#### **Our Core Competencies:**

We have chosen the following competencies as “key” in driving the success of our employees in achieving the mission and vision of DOL:

**Communication Effectiveness:** Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.

**Customer Centered:** Search out and identify internal and external customers’ service delivery requirements to improve efficiency, effectiveness, and satisfaction.

**Ethics and Integrity:** Earn the trust, respect and confidence of coworker and customers through fairness, truthfulness, honesty, sensitivity, reliability and professionalism in all interactions.

**Performance Leadership:** Create and nurture a results oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish the organization’s mission and goals.

**Personal accountability/Initiative:** Accept responsibility for the quality and timeliness of her/his work to meet or exceed predetermined goals and objectives with little need for oversight.

In addition, our supervisors and managers demonstrate the following:

**Strategic Thinking/Planning and Vision:** Consistent with the direction of the Agency, develop, communicate, and implement a plan to achieve a preferred future and influence others to follow.

**Human Resource Management:** Proactively apply sound human resource management practices within area of responsibility and consistent with the Agency’s human resource management logic model.

#### **Position Objectives & Responsibilities:**

Serve as Vehicle Services Lead Technical Analyst for analysis, consulting, design, development, Quality Assurance Testing, maintenance, and support for statewide computer applications of multiple vehicle, vessel, fleet, disabled person privilege, inventory, parking ticket databases, PC applications, Vehicle Headquarters System, Vehicle Field System (186 statewide office locations), Internet Applications, and Sequel Server database and the verification of the distribution of funds of more than nine hundred million dollars per biennium.

This position serves as a technical mentor to other technical staff, and will have the opportunity to serve as a project business lead for various technology and infrastructure enhancement projects as they pertain to the server application computing environment.

**Required Experience:**

Four years of information technology experience such as analyzing, designing, installing, programming and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment or providing customer or technical support in information technology.

Combinations of education and experience may substitute year for year for the four years experience requested.

**Desired Competencies:**

1. Use data and information in a clear and rational thought process to assess and understand issues, evaluate options, form accurate conclusions, and make decisions.
2. Employ expertise, credibility, and effective partnering to help clients identify, evaluate, and resolve complex or sensitive issues, problems, and service needs.
3. Effectively coordinate activities, services, and schedules to ensure smooth and efficient operation of work.
4. Build and maintain internal and external customer satisfaction with the products and services offered by the organization.
5. Display balanced thinking that combines analysis, wisdom, experience, and perspective. Produce decisions that withstand the "test of time".

**Compensation**

This position is in general government service. Starting monthly compensation is \$3,540 - \$4,531/mo depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is in a collective bargaining unit and as a condition of employment you will be required to become a union member or pay a fee as outlined in the Master Agreement.

**Application Procedure**

E-mail is the preferred method of application and will be used as the primary method of communication throughout this process.

E-mail application materials to [HRrecruit@dol.wa.gov](mailto:HRrecruit@dol.wa.gov) with a subject line of *06-174G ITS3*.

All requested materials must be submitted.

- A letter of interest (no more than two pages) describing your skills and experience as they relate to the Required Experience/Competencies and Desired Competencies outlined in this announcement;
- A Washington State Job Application;
- A list of three professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The certified candidate pool for this position may be used to fill other similar positions for up to 6 months after the certification date.

If e-mail is not possible, please mail materials to:

Human Resources Office

**Attn: 06-174G ITS3**

Department of Licensing

PO Box 6007

Olympia, Washington 98507-6007

Persons with disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.